11 May 1988

NOTE TO: D/OIT

Ed:

The following is in response to your comments to Pat concerning Information Management Division. I am pleased to report that I have already started action in each of the areas that you mentioned.

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o   We are assigning ADP people to ISCs. In fact, the Deputy Chief of the North Tower, 5th Floor ISC is ⬚ Additionally, we will be assigning other ADP people as we open other ISCs. The difficulty here is everyone is short and it is hard for the other components to release people for this program.

o   We are assigning ADP people to the Records Center, as well as IMD Headquarters. In fact, there are two vacancy notices out for ADP people. One for Records Center and one for IMD. Again like filling positions in the ISCs, the main problem is the critical shortage of people at this level.

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o   I agree that the A&RC is fat. We have been two down since ⬚ was assigned to ⬚ Support in July 1987. We are currently reassigning two people from Records Center ⬚ and only sending one replacement. Also, one of the Records Center employees ⬚ has accepted a position outside OIT and will be leaving in mid June. I am not sure how long we can go four down without sacrificing service. We may try overtime on an ad hoc basis as an interim measure.

o   We did agree to a Security audit of the Records Center in our meeting of 25 April. This has not been scheduled yet, however, I want to assure you that the Security procedures at the Records Center have been tightened up and fully meet the requirements of earlier Security reviews.

o   In regard to a complaint about Records Center service, I wish I had more information so that I could determine which unit was responsible for the complaint. However, I want to assure you that every level of service at the Records Center currently meets the full requirements of our customers insofar as we know them, and that I will not tolerate anything less. In regard to the length of time it takes to get records from the center, there are three levels of service. 1. Routine requests using the Delta Data requires 24 hours turnaround time. 2. Priority service during normal working hours requires a maximum of two hours in the Headquarters area. 3. After hours service requires three hours in the Headquarters area.

If I can provide additional information on these or other topics, please let me know.

Chuck

C O N F I D E N T I A L